Customer Care

free call from your Roadpost BlackBerry Device:
+1.905.272.5665

free call from North America:
+1.888.622.7368

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www.roadpost.com

0905

READ THIS GUIDE BEFORE USING YOUR SERVICE

Roadpost International Services

BlackBerry

BES & Desktop Redirector Users

User Guide

IMPORTANT NOTICE REGARDING LONG-TERM RENTALS:
To avoid unnecessary charges, long-term BlackBerry customers are responsible for disconnecting their unit from the BlackBerry gateway when the device is not active. Gateway hours of operation have been provided to your BES/Gateway Administrator.

Roadpost

Roadpost

Your Roadpost BlackBerry Rental

Stay in touch by data and voice with International BlackBerry Service from Roadpost. Send email, manage your calendar, update your address book and make and receive calls as easily as you would from home or the office. Your contacts will always be able to reach you – anywhere in the world.

Technical Support is available

Please visit **www.roadpost.com/support**, or contact Roadpost Customer Care at **1.888.622.7368** toll-free from within North America, or at **+1.905.272.5665**, a free call from your Roadpost BlackBerry.

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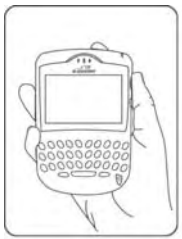
Get help free from your Roadpost BlackBerry
+1.905.272.5665

BlackBerry 7230

Quick guide on using your rental device



Move the cursor
Roll the trackwheel.

Click an item
Roll the trackwheel to highlight an item. Click (press) the trackwheel.

Type text
Hold the handheld with both hands and press the keys.

Indicators & Icons

Status Indicators

Home Screen Icons

Network Status Indicators

	GPRS	gprs	GSM	SOS		
Wireless	●	●	●	●	●	
Emergency Calls	●	●	●	●	●	
SMS Messages	●	●	●			
Phone	●	●	●			
Email & PIN Messages	●					
Browser	●					

Charging Your BlackBerry

Before using your BlackBerry, ensure that the battery is charged. Should the battery require charging, connect one end of the cable to the charger and the other to the BlackBerry device; insert the plug into a suitable power source. The battery will also charge while the device is connected to your PC.

Your SIM Card

Your SIM card (Subscriber Identity Module) is the key to your International BlackBerry service. This small chip contains all the information you store on your device. Your BlackBerry comes ready-to-use, with your SIM card in place.

Use while driving

Be sure to check local regulations before using your BlackBerry as a phone while driving. Roadpost recommends that you always use a headset while driving. For your convenience and safety, headsets are included with all devices.

Emergency services

Most countries in Europe use 112 as their emergency service number. Check with your travel agent or hotel for the emergency information in the country you are traveling to.

Coverage

A variety of local networks allow you to use your service around the world, and offer varying signals for use. Data and voice service is available only on GPRS networks, while

Using Your Roadpost BlackBerry Rental

all other networks allow only voice. Refer to the GPRS coverage insert provided to determine which countries offer a GPRS signal for full data and voice use.

Note: *Just like your domestic cellular service in North America, your signal will be the strongest when traveling in major cities and more densely populated areas. When traveling in rural, or more secluded areas, you may experience less consistent coverage.*

For more information on services supported in the country you are traveling to, contact Roadpost Customer Care.

Installing your Roadpost BlackBerry

Setting up the Roadpost BlackBerry

Before leaving on your trip, the Roadpost rental BlackBerry must be synchronized with your existing PC. The Roadpost rental BlackBerry will take on all personal data stored in your Outlook including email, contacts, tasks, notes and your calendar.

Note: *Before connecting the Roadpost BlackBerry with your PC, synchronize your existing BlackBerry one final time. This will ensure that the information transferred to the Roadpost device will be most up-to-date.*

❑ Connecting the Roadpost BlackBerry with your PC:

Some steps in this process may vary depending on your existing PC. Always follow steps as they appear on your screen during the connection process.

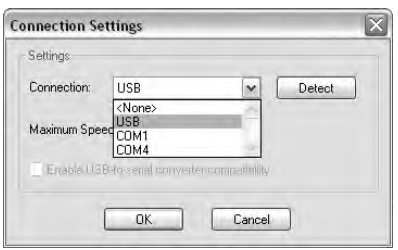
Note: *When connecting a Roadpost device for the first time, Windows Hardware Wizard will automatically detect the BlackBerry as a new USB device. Follow all steps to install the device before continuing with the instructions below. Double-check the Device Manager to ensure that the BlackBerry is installed properly as a USB device.*

1. Connect the rental BlackBerry device to the computer using the USB cable provided. (The larger port on the cable connects to the USB port on your PC, while the smaller port connects to the USB port on the BlackBerry).

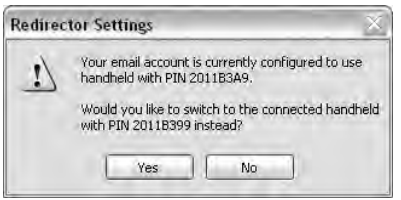
2. Open the existing **BlackBerry Desktop Manager** window.

3. Select **Options**, followed by **Connection Settings**. A connection settings window will appear.

4. Select **USB** from the **Connection** drop down menu, click <**OK**>.



5. A **Redirector Settings** window will appear with the PIN of your Roadpost rental device. Click <**Yes**>.


Redirector Settings
Your email account is currently configured to use handheld with PIN 2011B3A9.
Would you like to switch to the connected handheld with PIN 2011B399 instead?
Yes
No

6. Another window will appear to indicate that an encryption key will be generated. Click **<OK>**. Move the mouse as directed to generate random information for the new encryption key.

Redirector Settings
In order for email redirection to function properly a new encryption key will have to be generated.
OK
Cancel

7. The Roadpost BlackBerry has now been connected to your existing system.

❑ Confirming a wireless connection

Before sending and receiving email on a Roadpost BlackBerry, ensure that a wireless signal is being received.

1. Scroll to **(Wireless)**. If Wireless is not already active, click the trackwheel to **Turn Wireless On**.

Using Your Roadpost BlackBerry Rental

❑ Synchronizing existing personal BlackBerry data with the Roadpost rental

1. Double click on the **IntelliSync** icon on the **BlackBerry Desktop Manager** to synchronize email and personal information, and continue as you would normally do if you were using your existing BlackBerry device.

How to use your Roadpost BlackBerry overseas

Confirming network connectivity

While roaming on a variety of networks around the world, the signal you receive on your Roadpost BlackBerry may vary. An icon at the top right of your screen will confirm the type of signal you are currently receiving:

- **GPRS** (all in caps) indicates that you have a full signal that will allow you to send and receive emails as well as make and receive calls.
- **gsm** or **gprs** (lower case) will allow you to make and receive calls, but not send email.

Changing networks

If you are not receiving a full GPRS signal, the network you are currently roaming on (network name is shown on screen) may not allow data transmission. Refer to the list of GPRS networks provided with this user guide, and follow the instructions below.

1. Click **(Options)** using the trackwheel.
2. Select **Network** to view the network you are currently on.

Note: *This screen will also display the current scan mode. Ensure that your scan mode is set to 'Manual' so that you can control which network you are using. You should ensure that you are always on one of the networks on the insert provided to ensure that you always have a full GPRS signal. Highlight the current scan mode and click the trackwheel. Select 'Change Option' and select 'Manual'.*

3. Click on **Please do a scan**, click on **Scan for Networks**.
4. Highlight the network you wish to use and click the trackwheel. Click on **Select Network**.
5. Highlight the same network again and click the trackwheel. Select **Register Now**. Your registration request will be sent to the network.
6. Press **<Escape>** and scroll to **Save** to save the changes you have made.

Note: *When your BlackBerry is powered off and on again, or when other changes are made to the status of your device, it may revert to automatically searching for a new network. Repeat the steps in the above section each time your device is powered on to ensure that you are always roaming on GPRS networks.*

How to send and receive Data on your BlackBerry

Email

❑ Sending email to a contact in your Address Book

1. Click **(Compose)** using the trackwheel.
2. Type the first few letters of the name of the contact you would like to send a message to and select their record in your address book.
3. Select **Email** the highlighted contact name.
4. Enter a subject, and press **<↵> (Enter)**.
5. Type your message and click the trackwheel when done.
6. Click **Send** using the trackwheel.

❑ Sending email to a one-time address

Follow these instructions to send an email to someone who is not already in your address book.

1. Click **(Compose)** using the trackwheel.
2. Scroll to the very top of your address book and click **Use Once**, followed by **Email**.
3. In the Email field, enter the email address you are sending your message to.
4. Click the trackwheel and select **Continue** from the menu that appears.
5. Follow steps 4-6 as noted in the previous section.

❑ Receiving Email

When you receive an email, it will come up automatically on your screen. Use the trackwheel to scroll through and read your new message.

Note: *Your Roadpost BlackBerry will receive all messages sent to your email from the time it is first connected. Your pre-existing inbox will not be transferred to your Roadpost BlackBerry.*

❑ Receiving Attachments

On your Roadpost BlackBerry, you can open files sent to you in a variety of applications. Attachments will be noted at the start of the emails in which they are included.

1. Click the trackwheel, while reading the email containing an attachment, a menu will appear.
2. Click **Open Attachment**. The attachments screen will appear.
3. Choose **Table of Contents** to view a summary of the sections of the attachment, or **Full Content** to view the attachment in full.
4. Click **Retrieve**. The content will appear.

PIN Messages

If you send and receive PIN Messages on your pre-existing BlackBerry, please note that your Roadpost BlackBerry will have a different PIN. PIN Messaging is therefore not recommended.

Text Messages (SMS)

Send Text Messages to your contacts' cell phones if they are unable to receive emails. This service will only work between users who are both on GSM networks. The GSM BlackBerry you are using does not have the ability to send Text Messages to CDMA networks, on which many of your North American contacts may be active.

❑ Your text messaging address

Your cellular number is also your text messaging address.

Example: *If your cellular number is 44 (0) 7736 123 456, then your text messaging address is: +44 7736 123 456.*

❑ Sending Text Messages (SMS)

1. Click on **(Compose)** using the trackwheel.
2. Click **Use Once**. Scroll through the menu and click on **SMS**.
3. The **One Time SMS** screen will appear.
4. Enter the phone number you are sending your message to and click once.
5. Click **Continue** using the trackwheel.
6. Type your message.
7. Click the trackwheel, and select **Send**.

❑ Retrieving Text Messages (SMS)

1. The envelope symbol ✉ will appear above your home screen, when a new message is received.
2. Click on **(Messages)**.
3. Click on the new received message.
4. Scroll to **Open** and click.
5. Scroll down with the trackwheel to read the message displayed.

Using Your Roadpost BlackBerry Rental

Browsing Web pages

1. Click on **(Browser)**.
2. Click the trackwheel, a menu will appear.
3. Click **Go To**. A dialog box will appear.
4. In the **Go To** field, type the URL that you would like to visit.
5. Click **OK**.

How to make your BlackBerry more secure

Roadpost recommends that BlackBerry users password protect their handhelds to secure it against misuse by others if lost or stolen. If your handheld has a password enabled, the data on your handheld cannot be accessed until the correct password is typed.

❑ **Set the password and timeout option**

1. Click **(Options)**, then select **Security**.
2. Next to **Password**, highlight the word **Disable** and click the trackwheel.
3. Select **Change Option**, then **Enable**.
4. Enter your password and press press **<↵> (Enter)**.

Note: *The password must be 4 to 14 characters in length. You must not enter a password composed of identical characters or a natural sequence (e.g., 1, 2, 3, 4), as it will be rejected.*

5. Enter your password again to verify it.
6. Next to **Security Timeout**, highlight the displayed time and click the trackwheel.
7. Select **Change Option**, and choose a reasonable time for the handheld to time out and lock. Roadpost recommends 15 minutes or less.
8. To exit the **Security** screen, press **<Escape>**. You will be prompted to save. Select **Yes**.

In case of lost or stolen units please contact Roadpost Customer Care immediately at **1.905.272.5665**.

Before returning your BlackBerry rental to Roadpost

Deleting personal information from your rental BlackBerry

Roadpost ensures that all rental BlackBerry devices are cleared of any personal information when the device is returned. To ensure privacy and confidentiality, you can personally wipe out all BlackBerry information prior to returning the unit.

1. Click **(Options)** using the trackwheel.
2. Select **Security**.
3. Click on **Desktop**.
4. Select **Wipe Handheld** and continue with instructions.

Note: *Once the 'Wipe Handheld' feature is initiated, the BlackBerry device will be disabled. Be sure to initiate the Wipe Handheld feature only when returning the device to Roadpost.*

Synchronizing the Roadpost BlackBerry with your Desktop PC

Upon return, synchronize the Roadpost BlackBerry with the Desktop Manager to update personal items edited during travel.

1. Connect the Roadpost BlackBerry device to the computer using the USB cable provided.
2. Double click on the existing **BlackBerry Desktop Manager** icon.
3. Double click on the **IntelliSync** icon to synchronize

email and personal information, which may have been modified during your travels. (Ensure that **Reconcile Email** and **Synchronize PIM** are both selected to synchronize email and personal information.)

4. Click **Synchronize Now**. The Roadpost BlackBerry and connecting cable are now ready for return.

Switching back to your local BlackBerry device

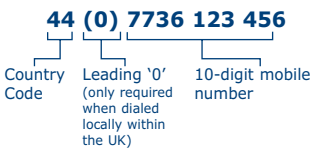
Note: *This section reverses the process outlined in 'Connecting your Roadpost BlackBerry with your PC'. Specific instructions are provided below, and you may choose to refer to the earlier section for images of some of the screens you may see.*

1. Place your pre-existing BlackBerry device in the cradle, as you would usually do to synchronize it.
2. Double click on the existing **BlackBerry Desktop Manager** icon.
3. Select **Options**, followed by **Connection Settings**, click **Detect**.
4. *'Ensure Device is Connected Properly'* will appear. Click **OK**.
5. A **Connection Settings** window will appear. Click **OK**.
6. A **Redirector Settings** window will appear. Click **Yes**.
7. Another window will appear to indicate that an encryption key will be generated. Click **OK**. Move the mouse as directed.
8. *'Connected'* will appear in the bottom of the window when the pre-existing BlackBerry has been reconnected to your desktop PC.
9. Test sending and receiving email to confirm the connection.

How to use BlackBerry as an International Cellular phone

Your international phone number

Your BlackBerry phone number is made up of a number of pieces referred to in this Guide:



"+" Sign

The **"+"** sign is required when dialing internationally as outlined in the following sections. When dialing a phone number, press **<I>** to obtain the **"+"** sign.

Making calls

You can choose to dial a number already in your address book, or to dial a one-time number for a new contact.

❑ **Calling a number in your Address Book:**

Note: *Both the <+> sign and the Country Code of your contact must be included in your address book to dial their number internationally.*

Example: *If your contact's number is 905 272 5665, ensure that it is recorded as +1 905 272 5665 in your address book.*

1. Click on **(Address Book)** and scroll to the contact you want to call, click the trackwheel.
2. Scroll to **Call** and click the trackwheel to dial.

❑ One-time calling:

There are a number of ways to place a phone call using your Roadpost BlackBerry. From your home screen Roadpost recommends:

1. Press **<Space Bar>** and enter the number to dial.
2. Scroll to **Call** and click the trackwheel to dial.
3. Press and hold **<Escape>** to end a call.

❑ Dialing Instructions

When placing a call, your location determines the dialing pattern you should use. Calls to numbers in the country you are located in are local, while all other calls are considered international.

Local calls

Dial the number including the **leading '0'** (the country code is not required).

Example: *Calling 44 (0) 7736 555 555 a local number while in the UK, you should dial 0 7736 555 555.*

International calls

1. Press **<I>** to obtain **"+"** on the display.
2. Dial the number including the country code (the leading '0' is not required).

Example: *Calling 905 272 5665, a number in North America dial +1 905 272 5665.*
Calling 33 (0) 6619 123 45 a number in France, dial +33 6619 123 45.

Answering calls

Incoming call will be displayed on the screen when a caller is trying to reach you.

- Click **Answer** to accept the call
- Click **Ignore** to let it go to voicemail

Dialing instructions for callers to your Roadpost BlackBerry

To reach you, International callers dial their international access code, the country code for the UK (44), and your cellular number (omit the leading '0'). Local callers include the leading '0', and omit the country code.

Example: *If your number is 44 (0) 7736 123 456, callers dial: from North America 011 44 7736 123 456, from within the UK 0 7736 123 456, from Europe 00 44 7736 123 456.*

Voicemail

❑ General voicemail information

- Messages will be saved for 36 hours only.
- **The default PIN code is 3333.**
- You may only change your PIN Code while in the UK.
- When someone leaves you a voice message, the envelope symbol ✉ will appear.
- Please ensure that you record your PIN Code somewhere safe.

❑ Accessing voicemail

1. Click on **(Phone)** using the trackwheel.

2. Click the trackwheel and scroll to **Call Voicemail**. Click the trackwheel to dial.

Note: *If 'One Time Dial' is highlighted when you click the trackwheel, you will not see an option for 'Call Voicemail'. Scroll to highlight any contact listed and click the trackwheel again.*

3. Your voicemail will be automatically accessed.

❑ Voicemail system prompts

While in the main menu the following prompts are available:

'*' Return to Main Menu

'1' Help Menu

'2' Listen to Messages

'3' Record your Greeting

'4' Change PIN

While reviewing your messages the following prompts are available:

'1' Help Menu

'2' Save

'3' Delete

'*' Return to Main Menu

Call Waiting

❑ To enable or disable Call Waiting

1. Click on **(Phone)** using the trackwheel.
2. Click on the trackwheel and scroll to **Options**. Click the trackwheel to select.

3. Scroll to **Call Waiting** and click the trackwheel.
4. Click the trackwheel and select **Change Option**.
5. Click on **Yes** or **No** to change call waiting status.

❑ To alternate between phone calls

Swap calls to flip back and forth between two calls that you are connected to at the same time.

1. During a call, click the trackwheel. A menu will appear.
2. Click **Swap**. The calls will be swapped.

Call Forwarding

❑ To set up or cancel Call Forwarding

1. Click on **(Phone)** using the trackwheel.
2. Click the trackwheel and scroll to **Options**. Click the trackwheel to select.
3. Scroll to **Call Forwarding**.
4. Click the trackwheel, select **All Calls** or **Unanswered Calls** and click the trackwheel to **Enable** or **Edit**.
5. Enter the number you want to forward your calls to and click the trackwheel.

Note: *Enter the number to forward calls to according to local and international dialing patterns. Enter +1 905 272 5665 for a number in North America, or dial the number as 0 7736 555 555 for a local number in your current destination.*

Country Codes

Australia	61	Lebanon	961
Austria	43	Lithuania	370
Belgium	32	Malaysia	60
Bosnia-Hercegovina	387	Malta	356
Bulgaria	359	Morocco	212
Canada	1	Netherlands	31
Chile	56	Norway	47
China	86	Philippines	63
Croatia	385	Poland	48
Czech Republic	420	Portugal	351
Denmark	45	Romania	40
Egypt	20	Russia	7
Finland	358	Saudi Arabia	966
France	33	Singapore	65
Germany	49	South Africa	27
Greece	30	Spain	34
Hong Kong	852	Sweden	46
Hungary	36	Switzerland	41
Iceland	354	Taiwan	886
India	91	Thailand	66
Indonesia	62	Turkey	90
Israel	972	UAE	971
Ireland	353	UK	44
Italy	39	USA	1
Jordan	962	Yugoslavia	381
Kuwait	965	Zimbabwe	263

For a complete list of country codes, please visit www.roadpost.com/support.